



# OUR HISTORY

**Taylor Management Company**, Inc. was founded in New Jersey in 1996 by Paul Santoriello, PCAM, CMCA, AMS, who continues to serve as President. Since its founding, Taylor has grown organically and now proudly manages over 300 communities of all sizes—including HOAs and COAs, high-rise and mid-rise condominiums, co-ops, single-family homes, and active adult communities.

In 2024, Taylor Management became a platform company of Associa. Unlike a traditional merger, this strategic partnership allows Taylor to retain our independent leadership, systems, community managers, and in-house accounting department, while gaining access to Associa’s national resources and purchasing power.

Today, Taylor services approximately 80,000 doors and has earned industry accreditation from the Community Associations Institute (CAI) and the Institute of Real Estate Management (IREM), reinforcing our reputation as a leader in professional community management.

Focused exclusively on community management—Taylor is committed to delivering the highest quality, most competitive services to our clients. With a dedicated team of almost 300 employees, including 125+ certified managers, PCAMs, CPAs, and customer service professionals, our company motto continues to guide us throughout the tri-state area...“**Being the Best by Serving Together.**”

## Message from the President



I am extremely proud of our company’s success and attribute much of it to our motto ‘serving together’. We understand the demands that come with managing properties and amenities and provide varying levels of service to address these demands. As an Accredited Management Association, Taylor values the education of our managers and employees and expects all to pursue excellence in their fields. But most importantly, we recognize all communities have distinct needs and expectations and we work with leadership to provide responsive service, financial management, project oversight, and advice.

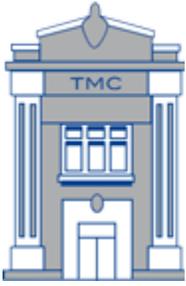
I, Liz Comando, Chief Operating Officer, and Jen O’Brien, Vice President of Operations, remain actively involved in the day-to-day operations and continue to provide dedicated support to our entire Taylor team.

Our Accounting Department is led by Bruce Noel, CFO, and is further supported by a Vice President and a Controller. The team also includes staff accountants and a dedicated group of 20+ Accounts Payable and Accounts Receivable professionals, all committed to serving our clients and supporting more than 200+ community managers and administrators.

At Taylor, we take a collaborative, team-oriented approach to community management. Our managers and administrators are supported by a strong leadership structure that includes Regional Directors, Regional Supervisors and Regional Vice Presidents.

Together, this strong leadership foundation and collaborative approach allow Taylor to deliver exceptional service, trusted guidance, and meaningful, lasting value to every community we are proud to serve.

**Accredited Association Management Company (AAMC)**  
**IREM Accredited Management Association (AMO)**



# Management Services

## STANDARD INCLUSIVE SERVICES

### Physical Management

- Manage all common area operations
- Maintain comprehensive management records
- Facilitate homeowner and community work orders
- Prepare independent bid packages and manage vendor selection
- Administer vendor contracts & supervise all work
- Handle violation management and compliance
- Manage ACC Requests
- Conduct routine inspections and recommend preventative maintenance
- Oversee community projects from start to finish

### Administrative Services

- Administer resale closing support and new owner welcome packages
- Organize association meetings and attend board meetings
- Manage rules, regulations, and restrictive covenants
- Advise on state and federal compliance
- Prepare and distribute resident communications
- Maintain comprehensive management records
- Provide homeowner customer service

### Technology & Systems

- **CINC** integrated web-based management platform
- Resident portal with online payments, calendars, amenity reservations, document access, work orders, and ACC requests
- **Avid Strongroom** for accounts payable and board invoice approvals
- Broadcast email and emergency text messaging capabilities
- Real-time board access to financials, work orders, violations, and ACC requests
- **Mobile app (Taylor Living)** for residents and board members
- Dedicated corporate IT support team
- **Western Alliance Bank** for operating accounts only
- **VendorSmart** for vendor compliance management
- **Community Archives** for resale and loan document processing

### Accounting Management

- Design and administer all accounting requirements
- Billing and collection of monthly maintenance
- Delinquent account management
- Accounts payable management
- Back Office Support
  - All bill pay processing
  - All collection processing
  - All dunning notices
  - Legal collection service interface
  - All closing documents
  - Cash management

### Financial/Audit Management

- Preparation of monthly financial statements by no later than 25th of each month (*earlier dates can be requested*)
- Preparation and assistance for annual audit of financial statements
- Preparation of annual association budget and forecasts
- Reserve and Capital Account Management

### Special Services

- **FREE** lock-box, recurring e-check, and checking account services
- **FREE** AP approval system for board involvement
- **FREE** Continual cost savings and income enhancement recommendations
- **FREE** Financial planning for reserve funds
- **FREE** Board member training
- **FREE** Meetings/Webinars
- **FREE** Educational webinars

### Quality Control Practices

- Dedicated customer service representatives
- Monthly board and manager training webinars
- Monthly regional meetings to review manager performance metrics
- Annual management and maintenance planning
- Ongoing engagement between the Board and Regional Vice Presidents